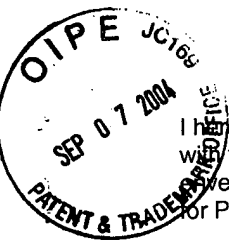


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**CERTIFICATE OF MAILING**

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Name of Applicant, Assignee or  
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*Marc V. Richards*

Signature

9/3/04

Date of Signature

Our Case No.: 10022/46

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Application of:

Joaquin Feria et al.

Serial No.: 09/680,902

Filing Date: October 6, 2000

For: METHOD FOR DETERMINING  
TOTAL COST OF OWNERSHIP

Examiner: Eric Shaffer

Group Art Unit No.: 3623

**AMENDMENT B**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

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**GROUP 3600**

Dear Sir:

In response to the final Office Action mailed April 5, 2004, please enter the below amendment and consider the following remarks.

**Amendments to the Claims** are reflected in the listing of claims which begins on page 2 of this paper.

**Remarks** begin on page 6 of this paper.